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COMPUTING AND COMMUNICATIONS

MEMORIAL UNIVERSITY VOIP VOICEMAIL USER'S GUIDE

Memorial University VoIP Voicemail User's Guide

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INTRODUCTION

Please read through the following guide to become familiar with the options available to you. Feel free to email help@mun.ca if you have any problems or questions regarding the use of this service.

TUTORIAL

The first time you access your voicemail you will be provided with a tutorial which will guide you through setting up your new voicemail account.

1. Log into your voicemail by pressing the messages button (or softkey on the 7912).
2. Enter your password then press #. Your password for the initial setup will be 2005709
3. Follow the instructions presented to record a new greeting and set a new password.

Sample Greeting:

Hello, You have reached Jane Doe. I am unavailable to take your call right now. Please leave your name, number, and a brief message and I will return your call as soon as possible.

Did you know?

- You can access your mailbox ID outside your office. Just dial 864-3700, enter your mailbox ID, press the # key and enter your password.

- Your mailbox ID is the four digit extension of your phone.

- To access another mailbox from a VoIP phone, press the messages button (or softkey on the 7912), then press # to be prompted for a mailbox ID.

HOW TO LOG INTO YOUR MAILBOX

How to log into your mailbox:

1. Press the messages button (or softkey on the 7912).
2. Enter your password
3. Press #

How to log into your mailbox from another VoIP phone:

1. Press the messages button (or softkey on the 7912).
2. Press # to be prompted for a mailbox ID.
3. Enter your mailbox ID (your 4 digit extension)
4. Press #
5. Enter your password
6. Press #

How to log into your mailbox from another location:

1. Dial 864-3700
2. Enter your mailbox ID (your 4 digit extension)
3. Press #
4. Enter your password

CHANGING YOUR PASSWORD

How to change your password:

1. Log into your mailbox
2. Press 4 Setup Options
3. Press 3 Personal Settings
4. Press 1 Change Password (note: your password must be greater than 4 digits)

RECORDING YOUR GREETING

Your greeting is the personal message that callers hear when they cannot reach you directly.

How to record your active greeting:

1. Log into your mailbox
2. Press 4 Setup Options
3. Press 1 Greetings
4. Press 1 Record this greeting

Did you know?

- You can record up to three personal greetings. See page 5

VOICEMAIL

Voicemail allows a caller to leave a message if you are unable to take a call. If a caller has left you a message, the red light on the receiver of your VoIP phone will be lit to indicate that you have one or more new voicemail messages. For phones with multiples lines, the normal "telephone" icon will be replaced by an "envelope" to indicate which line has the voicemail. The red indicator light will light up to indicate new voicemail for the primary line.

PLAYING A MESSAGE

1. Log into your mailbox
2. Press 1 to listen to your messages

   Messages will play and you will have the following options:
   - Press 1 to restart the message
   - Press 2 to save the message
   - Press 3 to delete the message
   - Press 4 for slow playback
   - Press 6 for fast playback
   - Press 7 to rewind the message
   - Press 8 to pause/resume
   - Press 9 to fast-forward
   - Press # to fast-forward to end
   - Press ## to skip message and save as is.

RECOVERING DELETED MESSAGES

1. Press 3 to review old messages
2. Press 2 for Deleted Messages
3. Press 1 to review deleted messages
4. Press 2 to restore message as saved

PERMANENTLY DELETING MESSAGES

1. Press 3 for old messages
2. Press 2 for deleted messages
3. Press 2 to delete all deleted messages
4. Press 1 to confirm

PROGRAMMING YOUR PERSONAL OPERATOR NUMBER

To provide your caller with an option to "Zero out" to another person, please email your request to help@mun.ca to have this option configured for you.

PROGRAMMING A GREETINGS SCHEDULE

To provide your caller with different greetings according to an open/closed schedule, please email your request to help@mun.ca

SHARED MAILBOXES

To share a mailbox with another extension, please contact help@mun.ca

RECEIVE MESSAGE NOTIFICATION ON ADDITIONAL PHONES

To receive message notification on additional phones, please contact help@mun.ca to have this feature configured.

AT-A-GLANCE

Messages

- To replay a message 1 1
- To pause a message 8
- To recover a deleted message 3 2 1 2
- To skip a message #
- To delete all “deleted” messages 3 2 2 1

Greetings

- To record a greeting 4 1 1
- To edit other greetings 4 1 3
- To enable/disable alternate greeting 4 1 2
- To play your active greeting 4 1 4

Password

- To change your password 4 3 1

To return to the main menu

- Press * (continue to press the * key until you reach the main menu)

To access your voicemail from another VoIP phone at Memorial

- Press the messages button (or softkey on the 7912).
- Press #
- Enter mailbox ID (4 digit extension)
- Press #
- Enter password
- Press #

LIST OF AVAILABLE MENUS AND OPTIONS

INITIAL MENU

1. New Messages

2. Send Messages

3 . Old Messages

4. Setup Options

NEW MESSAGES MENU

1.New Messages

During Message Menu
- 1 to restart the message
- 2 to save the message
- 3 to delete the message
- 4 for slow playback
- 6 for fast playback
- 7 to rewind the message
- 8 to pause/resume
- 9 to fast-forward
- # to fast-forward to end
- ## to skip message and save as is.

After Message Menu
- 1 to replay message
- 2 to save/restore as saved
- 3 to delete
- 4 to reply
- 4 2 to reply to all
- 4 4 call the subscriber
- 5 to forward the message
- 6 to save as new or restore as new
- 7 to rewind the message
- 8 deliver email or fax to fax machine
- 9 to play message properties
- # to save as is

SEND MESSAGES MENU

2. Send Messages
    # to send now
    1 for message options
        1 to change address
            1 to add name
            2 to hear all names
            3 remove name
        2 to change recording
            1 to hear recording
            2 to save recording
            3 to rerecord
            4 to add to recording
        3 set special delivery
            1 urgent
            2 return receipt
            3 private
            4 future
        4 to review message
        # to send

OLD MESSAGES MENU

3 . Old Messages (use menu above for options available during and after message playback)
    1 saved
    2 deleted

SETUP OPTIONS MENU

4. Setup Options
    1 for greetings
        1 record this greeting
        2 turn on/off alternate greeting
        3 edit other greetings
        4 hear all greetings
    2 for message settings
        1 to change message notification
            1 pager
            2 home phone
            3 work phone
            4 spare phone
        2 change fax delivery
        3 change menu type
            1 select full or brief menus
        4 edit private lists
            1 hear lists
            2 change names on a list
    3 for personal settings
        1 change password
        2 change recorded name
        3 change directory listing
            1 change listing status
    4 for call transfer
        1 switch between transferring calls to extension or voicemail
        2 change extension or phone number

ADDITIONAL OPTIONS DURING MESSAGE PLAYBACK:

*	Cancel or back up
1	Backup during replay
1 1	Replay message
8	Pause message
9	skip forward
#	skip to end of message